```
File  15:ABI/Inform(R) 1971-2009/Sep 18
        (c) 2009 ProQuest Info&Learning
File   9:Business & Industry(R) Jul/1994-2009/Sep 17
        (c) 2009 Gale/Cengage
File 275:Gale Group Computer DB(TM) 1983-2009/Aug 20
        (c) 2009 Gale/Cengage
File 471:New York Times Fulltext 1980-2009/Sep 19
        (c) 2009 The New York Times
File 621:Gale Group New Prod.Annou.(R) 1985-2009/Aug 12
        (c) 2009 Gale/Cengage
File 636:Gale Group Newsletter DB(TM) 1987-2009/Aug 26
        (c) 2009 Gale/Cengage
File  16:Gale Group PROMT(R) 1990-2009/Aug 26
        (c) 2009 Gale/Cengage
File 160:Gale Group PROMT(R) 1972-1989
        (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2009/Sep 02
        (c) 2009 Gale/Cengage
File 610:Business Wire 1999-2009/Sep 19
        (c) 2009 Business Wire.
File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
File 624:McGraw-Hill Publications 1985-2009/Sep 18
        (c) 2009 McGraw-Hill Co. Inc
File 634:San Jose Mercury  Jun 1985-2009/Sep 17
        (c) 2009 San Jose Mercury News
File  20:Dialog Global Reporter 1997-2009/Sep 18
        (c) 2009 Dialog
File  35:Dissertation Abs Online 1861-2009/Aug
        (c) 2009 ProQuest Info&Learning
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
        (c) 2002 Gale/Cengage
File  65:Inside Conferences 1993-2009/Sep 18
        (c) 2009 BLDSC all rts. reserv.
File   2:INSPEC 1898-2009/Sep W2
        (c) 2009 The IET
File 144:Pascal 1973-2009/Sep W2
        (c) 2009 INIST/CNRS
File 474:New York Times Abs 1969-2009/Sep 19
        (c) 2009 The New York Times
File 475:Wall Street Journal Abs 1973-2009/Sep 19
        (c) 2009 The New York Times
File  99:Wilson Appl. Sci & Tech Abs 1983-2009/Aug
        (c) 2009 The HW Wilson Co.
File   8:Ei Compendex(R) 1884-2009/Sep W1
        (c) 2009 Elsevier Eng.  Info. Inc.
File   6:NTIS 1964-2009/Sep W4
        (c) 2009 NTIS, Intl Cpyrght All Rights Res
File  34:SciSearch(R) Cited Ref Sci 1990-2009/Sep W2
        (c) 2009 The Thomson Corp
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
        (c) 2006 The Thomson Corp
File   7:Social SciSearch(R) 1972-2009/Sep W2
        (c) 2009 The Thomson Corp
```

Set	File	Items	Description
	15	1	
	9	0	
	275	0	
	471	0	
	621	0	
	636	0	
	16	1	
	160	0	
	148	1	
	610	0	
	810	0	
	624	0	
	634	0	
	20	0	
	35	0	
	583	0	
	65	0	
	2	0	
	144	0	
	474	0	
	475	0	
	99	0	
	8	0	
	6	0	
	34	0	
	434	0	
	7	0	
S1		3	AU='ARMENTANO, VINCENT'
	15	1	
	9	0	
	275	0	
	471	0	
	621	0	
	636	0	
	16	1	
	160	0	
	148	0	
	610	0	
	810	0	
	624	0	
	634	0	
	20	0	
	35	0	
	583	0	
	65	0	
	2	0	
	144	0	
	474	0	
	475	0	
	99	0	
	8	0	
	6	0	
	34	0	
	434	0	
	7	0	
S2		2	RD (unique items)
	15	0	
	9	0	
	275	0	
	471	0	
	621	0	

```
        636        0
         16        0
        160        0
        148        0
        610        0
        810        0
        624        0
        634        0
         20        0
         35        0
        583        0
         65        0
          2        0
        144        0
        474        0
        475        0
         99        0
          8        1
          6        0
         34        0
        434        0
          7        0
S3                 1    AU='CRONIN, SUSAN'
         15        0
          9        0
        275        0
        471        0
        621        0
        636        0
         16        0
        160        0
        148        0
        610        0
        810        0
        624        0
        634        0
         20        0
         35        0
        583        0
         65        0
          2        0
        144        0
        474        0
        475        0
         99        0
          8        0
          6        0
         34        0
        434        0
          7        0
S4                 0    AU='TEPPER, ANNMARIE'
         15        0
          9        0
        275        0
        471        0
        621        0
         16        0
        160        0
        148        0
        610        0
        810        0
```

```
      624          0
      634          0
       20          0
       35          0
      583          0
       65          0
        2          0
      144          0
      474          0
      475          0
       99          0
        8          0
        6          0
       34          0
      434          0
        7          0
S5                 0    AU='MCHUGH, ROBERT'
       15          2
        9          0
      275          0
      471          0
      621          0
      636          0
       16          0
      160          0
      148          2
      610          0
      810          0
      624          0
      634          0
       20          0
       35          0
      583          0
       65          0
        2          0
      144          0
      474          0
      475          0
       99          0
        8          2
        6          0
       34          0
      434          0
        7          0
S6                 6    AU='MORGAN, JULIE'
       15          2
        9          0
      275          0
      471          0
      621          0
      636          0
       16          0
      160          0
      148          2
      610          0
      810          0
      624          0
      634          0
       20          0
       35          0
      583          0
       65          0
```

```
         2        0
       144        0
       474        0
       475        0
        99        0
         8        2
         6        0
        34        0
       434        0
         7        0
S7                6    RD   (unique items)
        15      979
         9       76
       275      236
       471       26
       621      780
       636      279
        16     1103
       160       34
       148     1822
       610      369
       810      149
       624       20
       634       12
        20     1167
        35       47
       583        9
        65        2
         2      191
       144       76
       474        2
       475        1
        99        8
         8       80
         6       48
        34       23
       434        0
         7       23
S8             7562    ((USER OR AGENT OR SALESPERSON OR "CLAIM PROFESSIOAL"
                       OR EMPLOYEE OR WORKER) (5N) (SKILL OR EXPERIENCE OR EXP-
                       ERTISE OR POSITION)) (9N) (TRAIN? OR HELP? OR ASSIST?) N-
                       OT PY>2001
        15        2
         9        0
       275        0
       471        0
       621        0
       636        1
        16        0
       160        0
       148        2
       610        0
       810        0
       624        0
       634        0
        20        0
        35        0
       583        0
        65        0
         2        0
       144        0
       474        0
```

```
      475        0
       99        0
        8        0
        6        0
       34        0
      434        0
        7        0
S9               5    S8 AND ((REFERRAL OR POTENTIAL OR OPPORTUNITY OR IMP-
                      ROV?) (5N) (FORECAST OR "PREDICTIVE MODELING"))
       15        2
        9        0
      275        0
      471        0
      621        0
      636        1
       16        0
      160        0
      148        2
      610        0
      810        0
      624        0
      634        0
       20        0
       35        0
      583        0
       65        0
        2        0
      144        0
      474        0
      475        0
       99        0
        8        0
        6        0
       34        0
      434        0
        7        0
S10              5    RD   (unique items)
       15       41
        9        0
      275        6
      471        0
      621        7
      636        2
       16       11
      160        0
      148       45
      610        2
      810        1
      624        1
      634        2
       20       10
       35        0
      583        0
       65        0
        2        0
      144        0
      474        0
      475        0
       99        0
        8        0
        6        1
       34        0
```

```
      434        0
        7        0
S11            129    ((REFERRAL OR POTENTIAL OR OPPORTUNITY OR IMPROV?) (-
                5N) (FORECAST OR "PREDICTIVE MODELING")) AND ((TRAIN? OR
                HELP? OR ASSIST? OR GUID?) (6N) (USER OR AGENT OR SALESP-
                ERSON OR "CLAIM PROFESSIONAL" OR EMPLOYEE OR WORKER)) NOT
                PY>2001
       15       41
        9        0
      275        5
      471        0
      621        7
      636        2
       16        3
      160        0
      148       28
      610        0
      810        0
      624        1
      634        1
       20        4
       35        0
      583        0
       65        0
        2        0
      144        0
      474        0
      475        0
       99        0
        8        0
        6        1
       34        0
      434        0
        7        0
S12             93    RD   (unique items)
       15        7
        9        0
      275        1
      471        0
      621        1
      636        0
       16        3
      160        0
      148       14
      610        0
      810        0
      624        0
      634        0
       20        2
       35        0
      583        0
       65        0
        2        0
      144        0
      474        0
      475        0
       99        0
        8        0
        6        0
       34        0
      434        0
        7        0
```

```
S13             28   S11 AND INSURANCE
       15        0
        9        0
      275        0
      471        0
      621        0
      636        0
       16        0
      160        0
      148        2
      610        0
      810        0
      624        0
      634        0
       20        0
       35        0
      583        0
       65        0
        2        0
      144        0
      474        0
      475        0
       99        0
        8        0
        6        0
       34        0
      434        0
        7        0
S14              2   S13 AND TRAVELERS
       15     4320
        9      209
      275     1262
      471       75
      621     1567
      636      597
       16     2543
      160       67
      148     5395
      610      728
      810      406
      624       49
      634       32
       20     2078
       35      191
      583       13
       65       13
        2     1157
      144      256
      474        2
      475        1
       99       20
        8      364
        6      196
       34      118
      434        0
        7       46
S15          21705   ((TRAIN? OR HELP? OR ASSIST? OR GUID?) (6N) (USER OR
                     AGENT OR SALESPERSON OR "CLAIM PROFESSIONAL" OR EMPLOYEE
                     OR WORKER))  AND ((USER OR AGENT OR SALESPERSON OR "CLAIM
                     PROFESSIONAL" OR EMPLOYEE OR WORKER) (5N) (SKILL OR EXP-
                     ERIENCE OR EXPERTISE OR POSITION OR ABILITY OR KNOWLEDGE-
                     )) NOT PY>2001
```

```
       15            0
        9            0
      275            0
      471            0
      621            0
      636            0
       16            0
      160            0
      148            0
      610            0
      810            0
      624            0
      634            0
       20            0
       35            0
      583            0
       65            0
        2            0
      144            0
      474            0
      475            0
       99            0
        8            0
        6            0
       34            0
      434            0
        7            0
S16                  0    S15 AND (((FORECAST OR "PREDICTIVE MODELING") (9N) (-
                          REFERRAL OR POTENTIAL OR OPPORTUNITY OR IMPROVEMENT)) (5-
                          N) (CLAIM))
```